

# my|CalPERS Health for State Agencies

## Before my|CalPERS vs. my|CalPERS

Before my CalPERS	my CalPERS
<b>ACES Username:</b> <ul style="list-style-type: none"> <li>Computer generated, can't be changed</li> <li>Consists of agency's Organization ID plus user's first initial of first name, first three letters of last name</li> <li>Not case sensitive</li> </ul>	<ul style="list-style-type: none"> <li>Users will be able to select their own username. The my CalPERS user will need to contact their agency's primary System Access Administrator for initial setup.</li> <li>Username must consist of 6 – 35 characters with no spaces. Valid characters are numbers, letters, and these special characters: at signs (@), periods (.), underscores (_), and hyphens (-).</li> <li>Username must have at least one letter and must not start with a number or special character</li> <li>Usernames are not case sensitive</li> </ul>
<b>ACES Password:</b> <ul style="list-style-type: none"> <li>8-12 characters</li> <li>At least one letter and one number</li> <li>Not case sensitive</li> </ul>	<ul style="list-style-type: none"> <li>Password must be at least 8 characters long with no spaces.</li> <li>Maximum password length is 200 characters.</li> <li>Valid characters are numbers, letters, and special characters (all printable 8-bit ASCII characters that you would find on a western keyboard).</li> <li>Password must contain at least 3 of the 4 character types (uppercase, lowercase, number, special character).</li> <li>Password <u>is</u> case sensitive</li> </ul>
<b>ACES Password expiration:</b> <ul style="list-style-type: none"> <li>Expire every 60 days</li> <li>Can recycle after 10 changes</li> </ul>	<ul style="list-style-type: none"> <li>No change! <ul style="list-style-type: none"> <li>Passwords expire every 60 days and you are prompted to change it</li> <li>User can recycle after 10 password changes</li> </ul> </li> <li>If a user wants to voluntarily change their password: <ol style="list-style-type: none"> <li>Select the <i>Change Password</i> link from left-side navigation</li> <li>Taken to <i>Login Credentials</i> section to change password</li> </ol> </li> </ul>
<b>ACES: Logging in:</b> <ul style="list-style-type: none"> <li>Four failed attempts, then account is locked</li> <li>Account administrator or CalPERS can unlock</li> </ul>	<ul style="list-style-type: none"> <li>Three failed log in attempts in 10 minutes, then account is locked</li> <li>Accounts will be unlocked after 30 minutes.</li> <li>User can contact their System Account Administrator or CalPERS to unlock.</li> </ul>
<b>ACES availability: Mon.–Sat., 6:00 a.m.–6:00 p.m.</b>	No downtime, available 24/7
<b>ACES time-out for security purposes: 15 minutes</b>	<ul style="list-style-type: none"> <li>120 minute maximum idle time-out <ul style="list-style-type: none"> <li>Idle time: after a specified amount of time with no keystrokes or activity detected, you are logged out of the system.</li> </ul> </li> <li>600 minute maximum session time-out <ul style="list-style-type: none"> <li>Session Time-out: regardless of activity, you will be logged out of the system after that specified amount of time.</li> </ul> </li> </ul>
<b>ACES batch process:</b> <ul style="list-style-type: none"> <li>Refreshed overnight to view, correct errors, etc.</li> <li>Not run on State holidays</li> </ul>	Health transactions: near real-time processing. Transactions will update unless there's a technical problem (computer or Internet problems) or if the transaction wasn't saved. The information will be saved in the Preprocessing area to be completed or deleted.
<b>ACES Navigation menu (Left- side icons)</b>	<ul style="list-style-type: none"> <li>Global navigation (main tabs at the top)</li> <li>Local navigation (links below the Global navigation tabs)</li> <li>Left-side navigation (links on the left)</li> </ul>
<b>ACES Account Administrator</b>	System Access Administrator

# my|CalPERS Health for State Agencies

## Before my|CalPERS vs. my|CalPERS

Before my CalPERS	my CalPERS
New user added or access that has been modified: their navigation menu would be reflected the next day at 6:00 a.m..	A new user who is added, or a current user whose access is modified, will be updated instantly. The user needs to log out and log back in to the system before they will be able to see their new/modified rights.
Employee, retiree, dependent, subscriber, beneficiary, survivor, COBRA enrollee, etc.	Participant
Employees, retirees, survivors, dependents, etc. were identified by Social Security Numbers	Participants are identified by SSNs and CalPERS IDs (also known as Participant IDs)
Employer, health carrier, etc.	Business Partner
ACES Internet Forms	Online Data Entry
ACES File Transfer (CSUs used)	File Upload (CSUs use)
PIMS data: 2-3 days to update ACES	PIMS data: 1-2 days to update my CalPERS
A Temporary Separation to the participant's appointment had no effect to their health enrollment	(No change) HBO still needs to process a Direct Pay or Cancel Coverage due to Off-Pay Status. (Change) A health participant's temporary separation will have their health automatically canceled (processed shortly before the effective date) unless put on Direct Pay.
Health Event Reason Codes (100s-new, 200s-add dependent, 300s-delete dependent, etc.)	Added "Health Event Types" and descriptive text only for the "Health Event Reasons"
New Health Enrollment icon used for new health enrollments; Change Plan icon used for all change plan transactions; Add Dependent icon use for all add dependents; Delete Dependent icon used for all delete dependents, and Cancel Coverage used for all cancels.	A "Health Event Type" is chosen for any health enrollment transaction (i.e., Open Enrollment, new enrollment, change health plan, add or delete dependent, cancel coverage, new COBRA enrollment, etc.). The Health Event Reason that associates with the health event type is then selected.
Rescissions made by calling CalPERS	Rescind future effective dated permissive health transactions and transactions in pending-analyst-review status
State agencies: Mail the std-692 (dental enrollment form) to CalPERS for new retirees	Continue to mail the std-692 (dental enrollment form) to CalPERS <ul style="list-style-type: none"> <li>Functionality for online processing of dental enrollment in my CalPERS is planned for a future enhancement</li> </ul>
Employee separating with a pending retirement (Employer faxed an HBD-21 Direct Pay Authorization to CalPERS)	Process the Health Event Type of "Continued Enrollment" and the Health Event Reason of "Pending Retirement" to put the participant on Direct Pay until they go on retirement roll
HBD (health enrollment) forms	Form numbers changing to a common preceding format: my CalPERSXXXX